

# The Grapevine

U. S. Naval Hospital  
Okinawa, Japan

*Our tradition of compassion & care continues...*



Autumn 2013

## *Inside...*

**Message from the CO**

Page 2

**XO: We fight how we train**

Page 3

**Constant Vigilance**

Page 6

**Comments from our patients**

Page 10

**Customer service**

Page 17

A photograph of a female medical professional in green scrubs and blue gloves, kneeling and examining a simulated casualty. The casualty is lying on a gurney, and the medical professional is focused on the patient's head. The background shows a clinical setting with a light fixture on the wall.

A USNHO staff member evaluates a simulated casualty at a triage area outside the Emergency Department during a mass casualty exercise Oct. 23. Story & more photos on Page 6. (Photo by MC3 W. G. McCann)

# Notes from the Captain's Desk

*Captain Anne M. Swap, Commanding Officer, U.S. Naval Hospital Okinawa*

It is November and with the holiday season fast approaching it is a great time to reflect on what we are thankful for. I am thankful for this staff and the opportunity to work with you. I've been here a little over 90 days and sincerely thank you for the warm welcome, as well as your resilience and dedication to the mission. Before I arrived you completed the move to the new hospital facility, an effort that required a lot of planning and energy. Congratulations for a job well done!

Since my arrival, we have had a change of command, a mass casualty, a couple of typhoons, and a government shut-down, just to name a few events. In the meantime, you have been doing what you do best - taking care of those who rely on us for care. You continue to de-



liver first class patient and family centered care. How do I back that up? Besides the comments I receive in the commissary and exchange, our TRISS data, ICE comments, ORYX, and HEDIS measures all indicate we are getting it done splendidly. I will continue to ask that you work as hard as you should and not as hard as you could because in this environment we are not in a race but on a journey to excellence. The journey requires all of us to be leaders, to work as a team, and to focus on quality...always. These are the tenets of my command philosophy.

Based on all that I have seen in my short tenure, I have the right team for this journey. Thank you for what you do every day for each other and our patients.

---

## CMC: Integrity, professionalism & teamwork

*CMDCM Christopher L. Hill, Command Master Chief, U.S. Naval Hospital Okinawa*

I can't tell you how excited I am at the opportunity to serve as your Command Master Chief here at U. S. Naval Hospital Okinawa. This is the largest overseas hospital in Navy Medicine, and from what I've seen in the last several weeks, probably the hardest working one as well. The staff's commitment to our mission and to the patients we serve impresses me every day.

I believe it's good to know where everyone stands, so in my first column I'd like to share what my expectations are for the staff here at the hospital. My values can be broken down into three areas: integrity, professionalism, and teamwork.

**Integrity.** The Merriam-Webster dictionary defines integrity as "firm adherence to a code or standard of values." Integrity is first on this list because it incorporates all three of the Navy's core values of honor, courage, and commitment. To run an effective and ready military unit, we must trust our shipmates and leaders, and our shipmates and leaders must be able to trust us.

Early on, I was taught to always consider how my actions would directly affect my reputation. Every



action a person takes, good or bad, affects how others perceive that person's character. That perception can have a ripple effect on both personal and professional relationships and in turn can affect both personal life and career. I like to think that over the years, I've not only earned a reputation for having a high level of personal integrity, but also helped many of my Sailors cultivate their own reputations for irrefutable integrity. I expect all to demonstrate the highest standards in integrity and personal conduct both on

and off duty, and I task all of you to hold those you lead to those same high standards.

**Professionalism.** Strive to incorporate skill, good judgment, and respectful behavior in all you do and with all those you deal with. Professionalism reflects in your appearance, your attitude, and how you treat people. We can all remember an encounter with someone who was unprofessional. Thinking of a bad experience with the service at a restaurant, I can't remember how the food was, or even what I ordered that day, but you can bet I remember that the waiter

...Continued on Page 19

# XO's Perspective: We fight how we train

Captain Rick Freedman, Executive Officer, U.S. Naval Hospital Okinawa

**“T**his is a Drill, This is a Drill!” How often in our career have we heard those words come across the 1-MC? For those of us who’ve been in uniform for a while, the sirens and bells may bring back memories of finding our way to our Battle Dressing Station or setting up the CBRNE casualty Decon tent. For our shipmates who are new to the Navy, the announcement may stir up a bit of apprehension that they will remember what they’ve been taught at boot camp and Officer Development School. For some,



particularly our civilian and contract staff members, this may be the first time they are a part of any disaster preparedness exercise at all and the entire evolution may seem a bit overwhelming.

The one thing that unites all of us, however, is that we are Team USNH Okinawa, and we have a mission that requires us to be ready at all times, for all contingencies in support of the Operational Commanders and the 189,000 beneficiaries throughout the Western Pacific area of operations.

Recently, USNH Okinawa played a key role in “Constant Vigilance 2013” a bilateral training exercise held in cooperation between III Marine Expeditionary Force, Marine Corps Installations

Pacific, Japan Ground Self-Defense Force and other US and Japanese agencies. The training focused on the joint reaction and response to a tsunami-like event striking Okinawa. In the exercise, our hospital served as a casualty transfer site and our team expertly received, triaged, treated and dispositioned 12 simulated casualties. The drill encompassed hundreds of our active duty, civilian contractor and Japan Master Labor Contract (MLC) shipmates. It was truly a sight to see such an exceptional, well-oiled machine in action. All in all, it was a very successful evolution.

While the drill strengthened our preparedness, there is still much work to do. Leaders throughout the command are reviewing the lessons learned from this exercise to help refine our protocols, enhance our training and get us ready for the next exercise or more importantly, a real world event.

Each of us has a role to play and over the next few weeks, we must look to our training, learn our responsibilities and be even more prepared and fully ready when once again we get the call to action.

## The Grapevine

*An authorized publication of  
U.S. Naval Hospital Okinawa, Japan*

*Capt. Anne M. Swap, MSC, USN  
Commanding Officer*

*Capt. Rick Freedman, DC, USN  
Executive Officer*

*CMDCM Christopher L. Hill  
Command Master Chief*

*Mr. Brian J. Davis  
Public Affairs Officer*

*Ms. Kiyomi Williams  
Community Relations Specialist*

*MC3 William G. McCann  
Writer/Photographer*

*HM3 Jason James  
Photographer*

*Ms. Christine Peterson  
Photography/Graphics*

*The Grapevine, published by the U.S. Naval Hospital Okinawa Public Affairs Office, is an authorized publication for members of the military service. Contents and views expressed in the Grapevine are not necessarily endorsed by the United States Government, Department of Defense or the United States Navy.*

*U.S. Naval Hospital Okinawa  
Public Affairs Office  
PSC 482  
FPO AP 96362  
DSN 643-7294  
nhokipao@med.navy.mil*

*Visit our home page at:  
<http://www.med.navy.mil/sites/nhoki>*

*Find us on Facebook:  
[www.facebook.com/usnho](http://www.facebook.com/usnho)*

*Follow us on Twitter:  
<http://www.twitter.com/usnho>*

## 2013 Holiday Mailing Dates

### From overseas to CONUS:

Parcel Post:	Dec. 14
Destination Network	
Distribution Center Drop Ship:	
	Dec. 19
First Class:	Dec. 20
Priority Mail:	Dec. 21
Destination Delivery Unit Drop Ship:	Dec. 21
Express Mail:	Dec. 22

### From CONUS to FPO/APO:

Parcel Post:	Nov. 12
SAM :	Nov. 26
PAL :	Dec. 3
Priority Mail :	Dec. 10
First Class:	Dec. 10
Express Mail:	Dec. 10

For more information, contact the USNHO Mail Room at 643-2023.

# Command OMBUDSMAN: Making Changes

Christine Peterson, Command Ombudsman, U. S. Naval Hospital Okinawa

**I**t is that time of year again when family matters most! The holiday season is just around the corner, and we know that being so far from our loved ones back home may cause your heart to sink at the thought of missing out on your favorite family traditions. Indulge me for a moment, and imagine the endless possibilities of creating a new holiday traditions with your “Oki-family.”

Instead of an annual flag football game in chilly weather, you can enjoy a beach BBQ and a volley game on the warm sand. Okinawa may be too far for family to fly out, but what about opening your home to our single Sailors, so they can enjoy the laughter and warmth of family instead of sitting in their barracks? Making new changes to our favorite traditions may take some effort and creativity, but U.S. Naval Hospital wants you to know that we are also making changes. We are improving your healthcare and the overall wellness of you and your family!

The Medical Home Ports of U.S. Naval Hospital Okinawa (Foster Family Medicine, Pediatric Clinic, and Internal Medicine Clinic, and both Camp Kinser Clinic and Bush Clinic on Camp Courtney) are ready to make sure that your children are in ship shape for the volley game on the beach and more importantly to play school sports this year. We have chosen to



not hold a “sports physical rodeo.” We want to make sure your child is given the best care possible, by having a one on one appointment with our caring providers. By doing this, we feel that you and your will child receive the personal care and attention to detail that you deserve. You also have an added convenience with the ability to combine Sports Physicals with Well Child Visits.

In addition to creating a better patient experience for children, we have a tool that will make both mom and dad’s life easier. Navy Medicine now

offers a service that is free of charge and will save you both gas money and time...both of which are hot commodities these days. Relay Health is an online service that will allow you to request appointments, check lab results without coming to the hospital, request medication refills, and communicate with a provider via secure encrypted emails. It is fast and easy to sign-up, just go to: [www.relayhealth.com](http://www.relayhealth.com) and select “register as a New User.”

So there you have it, U.S. Naval Hospital Okinawa is listening to you our families, and striving to make your lives as healthy and stress free as possible. We all know that it is a proven fact that families with less stress are healthier, happier, and more resilient to the difficulties of military life.

---

## Security Note: Eligibility requires continuous evaluation

David P. Leach, Assistant Security Manager, U. S. Naval Hospital Okinawa

To maintain security eligibility, employees and service members must recognize and avoid behaviors that might jeopardize their security clearance or eligibility to perform sensitive duties. All hands must be aware of these responsibilities and encourage immediate reporting when an activity or event may put someone's clearance in jeopardy.

An incident that falls under one of the 13 Adjudicative Guidelines that are used to determine security eligibility and perform sensitive duties must be reported to the Department of the Navy Central Adjudication Facility (DONCAF) via the Command Security Manager. The 13 Guidelines are:

- Allegiance to the U.S.
- Foreign influence

- Foreign preference
- Sexual behavior
- Personal conduct
- Financial considerations
- Alcohol consumption
- Drug involvement
- Psychological conditions
- Criminal conduct
- Handling protected information
- Outside activities
- Use of information technology systems

For more information or to report an incident, contact Mr. Leach at 646-7395.

# Chaplain's Corner: Character Development

Lieutenant Commander Juan Q. Cometa, Command Chaplain, U.S. Naval Hospital Okinawa

*Editor's Note: Chaplain Cometa recently transferred back to the U. S. He left us with a few thoughts before he departed to his next duty station.*

“Character, in the long run, is the decisive factor in the life of an individual and of nations alike.” -Theodore Roosevelt, 26th President of the United States -

Stephen Covey, author of *Seven Habits of Highly Effective People* made an in-depth study of the “success literature” that’s been published in the United States since 1776. His study took him back through 200 years of authors writing about success.

He wrote, “Almost all the literature in the first 150 years or so, focused on the Character Ethic as the foundation of success – things like integrity, humility, fidelity, temperance, courage, justice, patience, industry, simplicity, modesty and the Golden Rule. The Character Ethic taught that there are basic principles of effective living, and that people can only experience true success and enduring happiness as they learn to integrate these principles into their basic character.”

The late Fleet Adm. Nimitz once said a given individual is not predestined to succeed simply because he was born with a silver spoon in his mouth. He believed determination and industry are the determining factors.

We need determination to build good character traits. A person with a strong character of **truthfulness** for instance is much more likely to honestly and accurately report the facts than a person who tends to be characterized by deceptiveness.

What are the character qualities, or character traits, that make up a person’s character? How can they be built into a person’s life? How is ‘Character’ developed?’ Character is built into a person’s life by the decisions that are made on a moment-by-moment basis. Internalizing our core values of honor, courage and commitment also develops character.

Also, our character and behavior are largely learned in our family of origin. Merle Jordan, author of *Reclaiming Your Story* wrote, “Our concept of self, and the roles play in life are largely determined by the feelings, values and beliefs authority figures that we have internalized from our childhood family.”

It is imperative to take seriously the context of our family of origin as the crucible in which

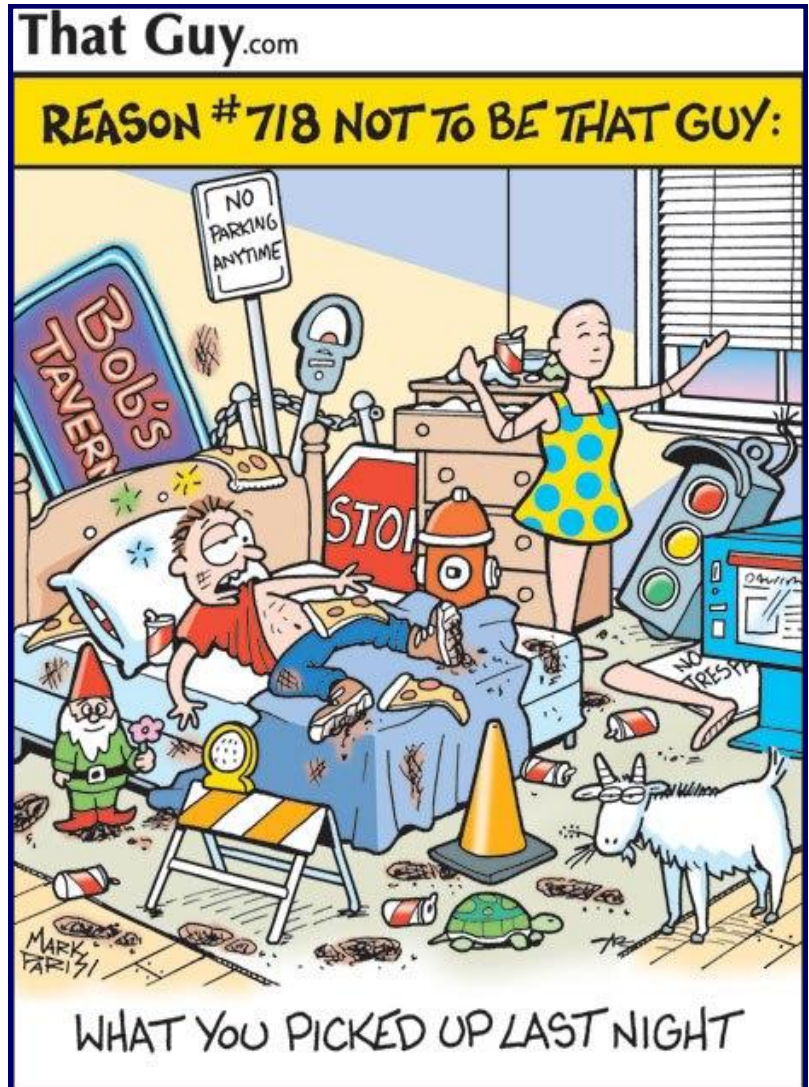
our emotional and spiritual experience takes shape.”

It is only through building character in our lives that we can reach our full potential.

Building character makes a person not only a better service member, but also a better spouse, parent, neighbor and citizen.

Lior Arussy, in his book *Excellence Every Day* encourages individuals and organizations to reach their performance potential by making quantitative and qualitative optimal choices every day. According to Arussy, making the daily choice can empower employees to reach new heights of excellence and achieve positive results. Successes in life are determined by our willingness to excel, to succeed and to make the right choices.

May you all excel in character and make the right choices toward a positive future.



# JMSDF, USNHO team for Constant Vigilance

Story by MC3 William G. McCann/Photos by MC3 William G. McCann and HM3 Jason James

CAMP FOSTER Okinawa, Japan –Japanese and American forces jointly participated in Exercise “Constant Vigilance”(CV) to prepare for the possibility of natural disasters affecting Okinawa prefecture.

“This is our first time to join Constant Vigilance”, said Maj. Gen. Shigeru Kobayashi, Commanding General of 15<sup>th</sup> Brigade, Japanese Ground Self Defense Force. “I didn’t know much about CV so we started from trying to understand what we could do,



and decided to take the offer to join.”

Captain Anne Swap, Commanding Officer of Naval Hospital Okinawa and Maj. Gen. Kobayashi surveyed the exercise at the hospital as it was being carried out.

“All exercises improve our understanding of mass casualty preparedness” said Swap. “We fight how we train and each opportunity to exercise our system makes us that much more prepared in the event of an actual incident.”

When asked if the exercise strengthened the relationship between American and Japanese forces, Swap responded “It is an opportunity to strengthen relations with our host nation, so I would say yes.”

The scenario for the mass casualty portion of the exercise revolved around a building collapse caused by a tsunami striking Okinawa’s coast and affecting a low-lying area of the Camp Foster.

From the scene of the casualties to stabilizing patients at the emergency room in the hospital, the exercise was treated as a real time scenario with volunteers acting as casualties, adding to the realism of the drill.

“Today, the mock casualties are all Americans”, said Kobayashi. “In future exercises, we want to offer Japanese mock casualties who don’t speak English to simulate the situation where someone from the local community would be taken to the naval hospital.”

Several bi-lingual Japanese interns at the hospital participated in the event, and were of great importance in matters of translation, as well as assisting with triage and patient sorting.

“I would assume some of the local hospitals may lose their functions and we may need to use all the

...Continued on Page 19

# Constant Vigilance photo gallery

Photos by MC3 William G. Mccann & HM3 Jason James



# Halloween at USNH Okinawa

Photos by MC3 William G. McCann, U. S. Naval Hospital Okinawa Public Affairs



# USNHO at the Kadena Special Olympics

Photos by HM3 Jason James, U. S. Naval Hospital Command Photographer



# (N)ICE Comments from our patients

*Positive ICE comments courtesy of Mr. Al Whitt, U. S. Naval Hospital Okinawa Customer Relations Officer*

**HM2 Agas** was very encouraging to me when I did my exercises. When I made a mistake he kindly corrected me. When he helped me into the belts for traction he was careful in how he touched my body.

The **Outpatient Mental Health Gold Team** staff has awesome smiles and attitudes!

**Mr. Tanahara** has been a huge help for staff members even helping with training items on his own time. Thank you so much for your outstanding assistance.

The treatment I received at the **Pain Management Clinic** was very professional and most importantly it worked and did wonders for me!

I'm writing to compliment **Ms. Callis** and her supervisor, **Ms. Carbonell**, regarding the great customer service they provided to me. Both ladies were very professional while speaking to me on the phone and seemed genuinely interested in helping me.

*(Patient letter to MICC)* I would like to thank you for taking care of my son. Your compassion and kindness were greatly appreciated. Having an absent husband made this experience even more special and emotional and I will never forget you for being a part of it.

**Dr Cox** was very warm and welcoming. I felt as if she took her time to listen to ALL of my concerns and she wanted to make sure I didn't leave with anything else on my mind health wise. I appreciate her attitude and personable environment she set up. Excellent

**Lt. j.g. Ehksam** has been a great and wonderful Physician's Assistant. Always cheerful and motivating to visit. I'm very happy to know she will see me.

**Cmdr. Galvez** has always made me feel that she has taken as much time as I need and she is great at listening to call concerns before jumping to conclusions on diagnosis. She is a wonderful provider. I have also had a very positive experiences with pharmacy and lab. **Kinser Clinic** has been great!

I just wanted to report what an amazing experience we had at Pediatrics today. **Lt. Carroll** was amazing, as was his nurse. It wasn't my child's first time seeing Doctor Carroll but I think he knows now that the doctor is his friend and will enjoy coming back. I am positive my children are in the most capable of hands and

I couldn't be more grateful or feel more blessed.

**HM3 Cruz** ensured my wife got in for a visit with the provider on a timely manner. He exceeded all expectations and was very helpful with screening our packages.

USNH Referral Management staff would like to say thank you and recognize **Mr. Ward** of the USNH IT team for his excellent customer service. Always pleasant, smiling and diligent in ensuring the job has been done right and complete.

I want to commend **HN Phillips**. Her diligence and professionalism is greatly appreciated.

I absolutely loved the "**Welcome to Pregnancy**" class and was thrilled with the resources given to each class. The amount of time and care the nurse teaching the class took with each of us was wonderful!

**HM3 Gritsonis** and **HM3 Alvarez** are the best Corpsmen in my 9 years as a dependant.

The **NICU** doctors and staff were very helpful and we are thankful for all of them and the care they provided for our child. Keep it up!

**RN Roe**, **RN DeGuzman** and **HA Delong** were very helpful with my post partum care. They offered to take my son for a couple of hours so that my husband and I could sleep. When they brought him back he was peaceful and we slept for six hours! We were so appreciative for this gesture.

**RN Smith** provided exceptional patient care. I was in the MICC for three days and she made my experience so wonderful. She is extremely wonderful. She is extremely knowledgeable. Thanks for providing a great birthing experience for my first baby.

**RN Gipper** went above and beyond to provide great care for myself and my baby.

**RN Blackburn** is a great RN. She was so sweet and funny and that makes a person feel much more comfortable.

100% awesome crew. **Ens. Rossetti** and staff, best nurse ever! Keep up the great work.

# (N)ICE Comments from our patients

*Positive ICE comments courtesy of Mr. Al Whitt, U. S. Naval Hospital Okinawa Customer Relations Officer*

Superb, professional, and personable. The staff at the hospital **Family Medicine Clinic** made my visit exceptional.

**Lt. Cmdr. Franks** was exceptional and took time to take care of a last minute eye patient. **HM2 Mason** was also very helpful.

The staff of **Inpatient Mental Health** was very courteous and caring. I did not feel at any time that they were just going through the motions. I felt as if they genuinely cared for my safety and well being. Not that I would recommend coming here, but the staff I would recommend for any situation that I needed. I appreciate their help in my time of need.

Great care by **Capt. Santiago**. Awesome patient attention. Christianson was professional and attentive

**Dr. Mercado** has been a great blessing during my entire pregnancy. She has always been caring, informative, professional and very kind. She has always made me feel like I'm in great hands. Thank you so very much.

**Dr. Good** has given my daughter quality care during the many visits we have made to the Peds Clinic. I have appreciated and valued the amazing care she gives her patients. The hospital is truly blessed to have her.

**Mr. Hall** was outstanding and very thoughtful and thorough with his excellent customer service.

**Ms. Millard** was a fantastic Immunizations teacher. Witty, fun and technical expert. I feel confident in my abilities after her training

The staff at the **Immunization Clinic** is great! Very personable and efficient.

The staff at the **Physical/Occupational Therapy Clinic** are real professionals. I was treated with great care by **Lt. Hank**, who was very knowledgeable, and very helpful.

I have received excellent care on every visit I have had at the **Bush Clinic**. The entire staff has been excellent.

The staff at **EDIS** is the most wonderful and caring

staff in the world!

**HM2 Dasher** attended to me at Camp Courtney's Bush Clinic on several occasions. She is professional and helpful. She displayed proper military courtesy and gave accurate information and guidance. Seems to be the glue that holds things together. Her smile and positive energy affect all around her. It is refreshing to find corpsmen of her caliber.

The customer service I received at the Pharmacy with **HM3 Brandley** has always been outstanding. He is consistently upbeat, smiling and goes out of his way to help. True professional and excellent customer service.

I have dealt with **Ms. Urbano** for the past two years. She always has a great attitude; in person or over the phone. and she always works with me to accommodate my schedule to schedule my appointments.

The entire **Family Medicine Clinic** staff always go above and beyond to ensure excellent care is given to my family. Their customer service is always phenomenal. Thank you!

**HN Lewallen** was very professional and Courteous, he took care of my meds and was kind. He explained the new refill line.

---

## Holiday leave dates announced

The Commanding Officer recently released the authorized leave dates for the 2013—2014 holiday season.

- **1st Leave Period:** 1630, Dec. 13 through 1630, Dec. 27, 2013
- **2nd Leave Period:** 1630, Dec. 30, 2013 through 1630, Jan. 13, 2014.

For more information on holiday leave periods as well as guidance for civilian leave and overseas travel during the 2013-2014 Christmas/New Year season, refer to USNAVHOSP OKINAWA NO-TICE 1050.

# Hispanic Heritage Month Celebration

Photos by Christine Peterson, U. S. Naval Hospital Ombudsman/Marketing Specialist



# Care for the USNHO Caregivers:

## Mental Health Department hosts second CgOSC Fair for USNHO staff

*Photos by Christine Peterson, U. S. Naval Hospital Command Ombudsman/Marketing Specialist*



# Don't let stress fractures get you down

Commander Nicholas Cardinale, M. D., Sports Medicine Specialist, U. S. Naval Hospital Okinawa

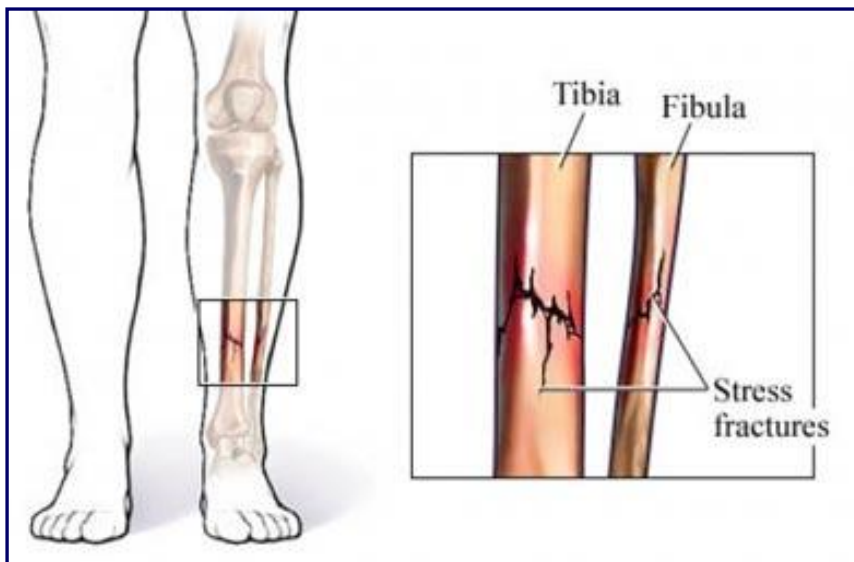
**S**tress fractures are a preventable overuse injury involving the forefoot, mid foot, heel, and shin. This type of fracture can also occur in the thigh, hip, and pelvis. Healing occurs with protection and rest. Stress fractures can require surgery and lead to permanent disability.

A stress fracture occurs when bone begins to break down from repetitive forces. This may occur in normal bone that has taken excessive stress or with normal stress placed on abnormal bone (i.e. osteoporosis).

Risk factors include overtraining, poor running technique, improper foot wear, obesity, calorie restriction, and calcium or vitamin D deficiency. Rushing marathon training by rapidly increasing mileage or restricting calories while simultaneously intensifying workouts can create "the perfect storm" for this type of injury.

Signs and symptoms of a stress fracture include localized pain, tenderness, and occasionally swelling. Pain from a stress fracture in the hip is typically felt in the groin. The most reliable indicator of a stress fracture is pain in the involved bone that is triggered by direct pressure or weight bearing. X-rays are often normal until a stress fracture is 2 weeks old.

In certain cases your doctor may order a nuclear bone scan or MRI to identify a stress fracture. Most of the time an MRI is not needed, and the injury can be treated by rest along with protection such as



crutches or a cast boot. When weight bearing becomes pain free, protective restrictions can be reduced.

It is important to return to running gradually under the supervision of a health care provider and to correct any contributing factors such as a nutrition deficiency or overtraining.

The following tips will help you reduce the risk of stress fractures:

1. Avoid rapid increases in mileage (>10% per week)
2. Unless you are an elite runner, stick to less than 40 miles per week
3. Alternate high intensity with low intensity workouts
4. Ensure good quality, proper fitting running shoes
5. Maintain 2 or 3 pairs of running shoes and rotate with each workout
6. Replace running shoes every 300 miles
7. Invest in a good insole to provide extra cushioning
8. Vary running surface, don't run on concrete all the time!
9. Shorten stride, use midfoot or forefoot strike, and avoid heel strike
10. Maintain a stable core with smooth form and upright posture
11. Do not ignore pain, listen to your body and back off if needed
12. Allow 1 to 2 rest days per week, to give the body enough time to recover
13. Get adequate nutrition and sleep during times of intensified training

## For more information ...

These websites offer useful information for running, foot wear, and injury prevention.

- [AAPSM.org](http://AAPSM.org)
- [ACSM.org](http://ACSM.org)
- [AMSSM.org](http://AMSSM.org)
- [www.runnersworld.com](http://www.runnersworld.com)
- [www.hprc-onlinie.org/physical-fitness/injury-management](http://www.hprc-onlinie.org/physical-fitness/injury-management)
- [www.stopsportsinjuries.org/running-injury-prevention.aspx](http://www.stopsportsinjuries.org/running-injury-prevention.aspx)

# Four Steps to better sleep and a better you

Lieutenant Megan E. Soldano, Psychology Staff, USNHO Outpatient Mental Health Dept.

**S**leep is a vital component to good mental health. When people do not get consistent, restful sleep, other areas of functioning can be impacted. For example, you may notice changes or difficulties in your work performance, relationships, mood, energy level, or concentration. Because sleep can impact so many areas, addressing sleep habits is a fundamental issue. In fact, it is one of the first topics many mental health professionals will discuss regardless of the initial reason treatment was sought. If you feel that you could benefit from better sleep, try these suggested steps.

**Step 1: Establish a sleep schedule.** This means that you go to bed at the same time each night and that you wake up at the same time each morning, including weekends. Many individuals incorrectly think that they can sleep a few hours each night during the week and then “make up for it” on the weekends, but this is not true. If you are someone who tends to sleep for 10+ hours on Saturday and Sunday, ask yourself this: How difficult is it to fall asleep Sunday night and wake up Monday morning? More than likely, you are decreasing the likelihood that you will have a good night’s rest on Sunday evening, which may contribute to starting the week off on a bad foot.

**Step 2: Engage in a wind-down routine the hour before bedtime.** Many individuals check their email or work on school assignments until 2200 and then expect to turn off the lights and immediately fall asleep. But why do we expect this? When we think about it logically, our mind takes more than a few minutes to go from being alert to being drowsy. Give your mind some time to wind-down by engaging in a relaxing activity before bedtime. Some examples include taking a hot shower, drinking a cup of tea, completing a cross-word puzzle, journaling, listening to soothing music, or reading.

**Step 3: In the hour before bedtime, limit your exposure to electronic devices.** In an ideal world,

mental health providers would say no TV, computer, or phone use one hour before bed. However, in a more realistic world, if you are going to use these devices, then turn down the brightness. Bright lights interfere with the production of melatonin, the sleep hormone found naturally in the body. If you are glued to your brightly lit phone until bedtime, your brain is not getting the message that it is nighttime and that it should be preparing to go to sleep.

**Step 4: Be mindful of your habits in the evening.** Avoid caffeine in the evening—this includes coffee, caffeinated tea, chocolate, energy drinks, or supplements containing caffeine. Although you may think that your body does not react to caffeine or that you use the energy during your workout, caffeine can

remain in the body for six or more hours.

Also, try not to go to sleep on an empty or exceptionally full stomach. If you tend to eat dinner early, consider having a light snack before bedtime. Another sleep hygiene strategy is to avoid drinking alcohol after dinner. Alcohol may help you *get* to sleep but it typically inhibits *staying*

asleep.

To promote good sleep, try to exercise on a daily basis; even going for a walk or stretching after dinner can help promote sleep. However, be cautious of exercising within two hours of bedtime as this may stimulate the body and hinder sleep onset. Lastly, eliminate nicotine before bedtime. Even if you feel more relaxed after smoking or dipping, nicotine is a stimulant and will actually wake up your body. Do your mind and body a favor and cut out that last cigarette/dip of the day.

Remember that change takes time. Just like starting a new exercise routine, you have to commit to your goal and continue to push through even if you do not see immediate results. If you feel that you do not get restful sleep, practice these guidelines for 30 days and see what improvements you can make.



# Health Care Provider Symposium

*U. S. Naval Hospital Okinawa Public Affairs*

CAMP FOSTER – Military and civilian health care professionals from installations across Okinawa gathered at the Camp Foster Community Center for a Health Care Provider Symposium Nov. 15.

Hosted by U. S. Naval Hospital Okinawa (USNHO), the theme for the day-long event was "Care Across the Continuum of Deployment".

According to Cmdr. Christopher R. Mannion, Head of USNHO Staff Education & Training Department (SETD) and one of the coordinators for the symposium, the curriculum was initially developed as a training opportunity for U. S. Navy Independent Duty Corpsmen (IDC) to make them better prepared for a deployment.

"It was an opportunity to touch the operational providers, the IDC's and provide continuing medical education without requiring them to go TAD," said Mannion.

The series of lectures revolved around the entire spectrum of a deployment rather than strictly focusing on battlefield medicine and working in a deployed environment.

"This island-wide medical symposium is focusing on the continuum of health from pre-deployment, through deployment, to post-deployment," said Lt. Cmdr. Benjamin D. Walrath, USNHO Emergency Medicine department head and symposium organizer.

Due to the nature of the subject matter, relevance, and interest it generated throughout the medical community, the symposium was made open to all DoD health care providers that wished to attend.

Topics included pre deployment health assessments, preventive medicine pre deployment and in the field, field diagnosis & management of orthopedic injuries, living and working in a ROLE III field hospital, traumatic brain injury, post deployment evaluation and management of wounded warriors, and diagnosis & management of post traumatic stress disorder (PTSD).

"This seminar is a chance to catch up on the latest information. It helps me make sure I have the correct information to set my corpsmen up for success," said Hospital Corpsman First Class Adam D. Redmond, an IDC assigned to 7<sup>th</sup> Communications Battalion at Camp Hanson.

Fifty health care professionals attended the symposium. Several Navy IDCs, as well as physicians and nurses from all services were in attendance, but the audience also included a surprisingly diverse representation of other military and civilian health care

professionals. Other specialties represented at the symposium included psychology, mental health counseling, social work, and physical therapy.

Dr. Reggie L. Clifton, a civilian chiropractor at USNHO, pointed out that while most civilians may not deploy with operating forces, the material presented at the symposium can help them better understand the patients they care for.

"We as civilian providers need to be able to support active duty providers and their patients. Any time we can get a better understanding of what these folks are going through it can help us help them. It's good for continuity," said Clifton.

The Health Care Provider Symposium may have been a chance to learn more about the operational deployment cycle, earn some continuing medical education credits, and some may have even considered it a day away from the usual work routine. But according to According to Lt. David Bennett, a physician assistant and symposium lecturer, the bottom line for the day's training was pretty simple.

"Skill enhancement saves lives," he said.



## The Galley is Going Green!

*Go Green* menu cards are designed to assist Sailors and staff members in making a healthier meal choice in the Galley to meet their personal fitness and health goals.

Brightly colored calorie cards will be posted for each item as green, yellow or red so the healthier *Go Green* choices can be easily identified.



### Green Cards mean Go!

Performance foods that are lower in fat and calories, nutrient packed, and a great choice.



### Yellow Cards mean Caution!

Watch the quantity because these items have a medium fat content and are more processed.



### Red Cards mean Stop!

Limit amounts of these foods because they are higher in fat, calories, and refined sugars.

# Customer service a year-round priority

*Brian J. Davis, U. S. Naval Hospital Okinawa Public Affairs Office*

OKINAWA, Japan – U. S. Naval Hospital Okinawa (USNHO) observed Customer Service Week in an Oct. 10 ceremony in the hospital atrium. Patients joined hospital personnel as they gathered at the Customer Service Week display to share a piece of cake and listen to remarks by hospital leaders recognizing staff efforts and the command's year-round commitment to customer satisfaction.

"The USNHO staff in general, can never be told enough how much of a wonderful job they are doing," said Alphonso Whitt, USNHO Customer Relations Officer. "This week is also an opportunity to recognize and highlight some of our individual department representatives," he said.

While the ceremony in part focused on recognizing the staff's efforts in providing quality customer service, there was much more to the message.

"This observance is another avenue to reach out to our customers and thank them for the opportunity to serve them," said Whitt.

According to Whitt, Customer Service Week is also an opportunity to reaffirm the hospital's year-round commitment to good customer service and how it ties in with quality medical care to enhance the overall patient experience. The first step is to understand what defines good customer service.

"Simply put, good customer service is a feeling," said Whitt. "Everything that we do to enhance that positive feeling and that feeling of gratitude from the customer is what makes up the actual practice of providing good customer service. Maya Angelou once said 'you may forget what someone has done to you, but you will never forget how they made you feel,' he said.

Whitt runs the hospital's multifaceted customer service/patient relations program that incorporates providing customer service skills training for staff, reviewing customer comments, investigating patient concerns, and analyzing patient feedback gathered through surveys and bi-monthly focus groups. He also acts as liaison between patients and hospital staff. The program is considered to be an increasingly vital aspect of modern healthcare delivery.

"Exceptional care involves much more than simply providing good medicine. Our responsibility to our patients extends to their entire experience in our facility," said Capt. Anne M. Swap, USNHO Commanding Officer.

Although the hospital is the only U. S. military hospital serving the DoD community in Okinawa, the ba-

sis for the command's customer service/patient relations program is to create an atmosphere where patients prefer using the facility because of the personalized service and compassionate care they receive.

"We want our customers to choose USNHO as their preferred healthcare provider and recommend our services to others," said Cmdr. Elizabeth Gillard, USNHO Director of Healthcare Business. "Good customer service is providing a positive patient experience through the entire episode of care," she said.



*Alphonso Whitt, U. S. Naval Hospital Okinawa Customer Relations Officer, addresses hospital patients and staff during a Customer Service Week observance ceremony Oct. 10.*

While good customer service can be summed up as a feeling, measuring the quality of the hospital's customer service involves hard data and a scientific, systematic approach.

"There are several official metrics we use to determine the quality of our customer service," said Whitt. The first of which is the Patient Satisfaction Survey. This is the most critical measurement of quality customer service," he said.

Patients receive the survey in the mail around three weeks after a visit to a USNHO outpatient clinic, and the completed survey is sent directly to the U. S. Navy Bureau of Medicine and Surgery (BUMED).

Locally, an important resource for customer feedback is the Interactive Customer Evaluation (ICE) which can be completed immediately after a visit and gives the evaluator the option of including contact

*...Continued on Page 19*

# USNHO holds force protection exercise

U. S. Naval Hospital Okinawa Public Affairs



CAMP FOSTER—The staff of U. S. Naval Hospital Okinawa (USNHO) hosted a force protection exercise Nov. 20. The purpose of the exercise was to train staff in proper procedures to follow during an “active shooter” scenario, where an armed intruder threatens the safety of patients and staff.

Hospital staff members volunteered to wear moulage and act as “victims” while security and law enforcement personnel from the Camp Foster Provost Marshal’s Office practiced their response and protocols for neutralizing the threat.



# Constant Vigilance (continued from page 6)

available resources”, said Kobayashi. “In such a scenario, the Japanese interns at the naval hospital will play important roles.”

During the exercise, the benefits of learning from each other could be clearly seen by both nationalities.

“It gives each of our teams and opportunity to learn from each other and helps to improve our communication plans and interoperability proficiencies”, said Swap. “When both teams are optimized and working seamlessly together, it truly improves the contingency capabilities for both the U. S. and Japanese forces.”



Looking to the future, both forces seek to cooperate with each other, promoting professionalism and preparedness for a potential natural disaster.

“This exercise is the first step”, said Kobayashi. “It has taught us what we need to do to prepare ourselves. Continuous training is important for maintaining readiness.”

USNHO plans to “go forward” with knowledge gained from Constant Vigilance, and will strive to improve upon the exercise.

“We have identified strengths and weaknesses” said Swap. “We will continue to refine our procedures and plan for our next drill.”

## CMC Column

*(Cont'd from P.2)...*

was a jerk. Be on time, be positive, be courteous, and be an asset to the mission.

**Teamwork.** Working together to accomplish the mission is part of the job. I see military from all services working together alongside U. S. civilians and Japanese MLC's to make this hospital something greater than the sum of its parts, as the old saying goes. Part of being an effective team also includes looking out for each other and helping teammates achieve their full potential. Helping subordinates advance, knowing your shipmates well enough to tell when something is wrong, and caring enough to steer a teammate away from potential trouble while on liberty all contribute to everyone's success.

My expectations are pretty simple. Value your personal integrity, be professional in all you do, and work as a team. For most of the people at this command, it's simply a matter of staying on course. It's also having the courage to help a shipmate make a course correction when it's necessary. Everyone is important to the success of U. S. Naval Hospital Okinawa.

Together we will do amazing things! I look forward to spending the next two years as your leader, your advocate, and a member of the USNHO team.

Be safe, and Happy Holidays!

## Customer Service

*(Cont'd from P.2)...*

information so that staff members can follow up with them directly to act on their concerns.

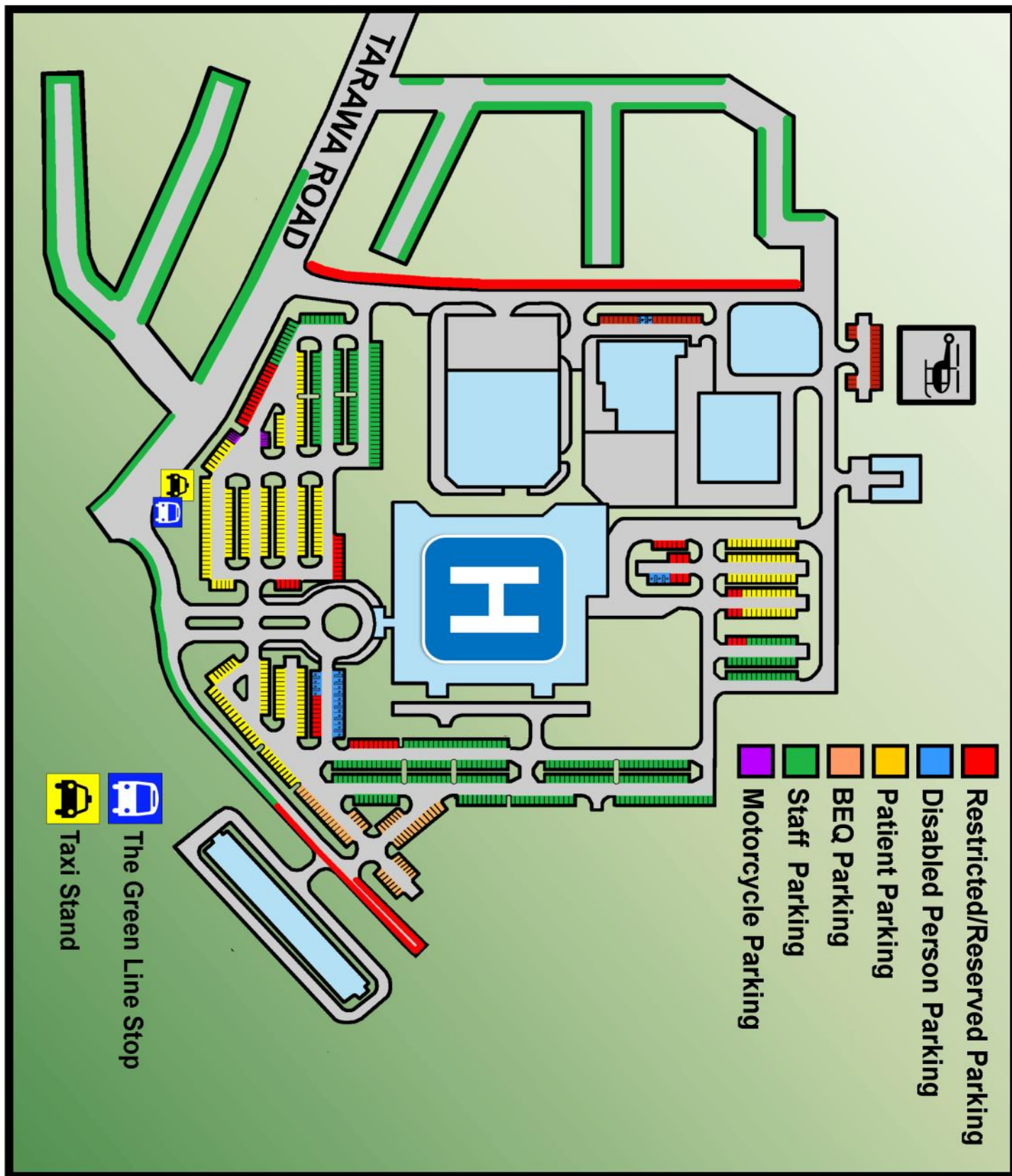
Another important source of customer feedback is the Tricare Inpatient Satisfaction Survey and the Tricare Outpatient Satisfaction Survey (TRISS/TROSS), a telephone survey managed by the DoD Tricare office.

“All of this data is collected by the Customer Relations Office and presented on a periodic basis to the hospital leadership,” said Whitt.

Whitt pointed out that there are several schools of thought both in military and civilian health care circles regarding the importance of customer service and whether simply providing quality medical care in itself can be considered good customer service.

“Some health care providers take pause with the idea of patients being referred to as customers. But indeed, health care providers as well as administrators here at USNHO truly value the voice of the customer and are constantly looking for ways to increase beneficiary satisfaction,” said Whitt. “It's simply a good business practice.”

# U. S. Naval Hospital Parking Diagram



## Got News?

If you have an event you would like covered, email us or give us a call at 646-7024. Send in your news, photos and stories to the USNH Okinawa Public Affairs Office at [nhokipao@med.navy.mil](mailto:nhokipao@med.navy.mil).